PHM - Prior Authorization Exception to Policy

Purpose: To provide adequate and timely information to the Department of Human Services for consideration of Exception to Policy requests.

Identification of Roles:

Pharmacy Technician (PT) – completes administrative tasks

Pharmacist (RPh) – responds to prior authorization requests; approves or denies prior authorization requests.

Performance Standards: Zero percent of appeal decisions overturned due to nonspecific prior authorization criteria.

Path of Business Procedure:

Step 1. Exception to Policy request is logged and forwarded to the RPh for review.

Step 2. RPh will review and search for information regarding similar exception to policy requests previously submitted.

Step 3. RPh reviews medical necessity documentation.

Step 4. Recommendation will be completed by the RPh.

Step 5. Exception to Policy request, supporting documentation, and recommendation will be forwarded to the Department of Human Services.

Step 6. Response from the Department of Human Services will be logged in the Exception to Policy file.

Step 7. Response to the pharmacy and member will be made at the direction of the Department of Human Services.

Forms/Reports:

1. Request for Prior Authorization Forms located at www.iowamedicaidpdl.com under the PA Forms link
2. Approval Fax Notification
3. Denial Fax Notification
4. Monthly PA Phone Report
5. Monthly PA Statistics by PDL Category and Drug Report
6. Monthly PA Statistics by PDL Category with YTD Totals Report
7. Monthly PA Report by Pharmacist
8. Monthly Smoking Cessation Report
9. NOD Letter to Member
10. PA/PDL Savings Report
11. Prior Authorization Log
12. Quarterly PA Exceeding 24 Hours Report
13. Quarterly PA Statistics by PDL Category Report

RFP References: 6.3.2.2.e.14.a., 6.3.2.2.e.14.b., 6.3.2.2.e.14.c.

Interfaces: PADSS

Attachments: None